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	Filing Date	November 25, 2003	
	First Named Inventor	Howard M. Lee	
	Art Unit	Not yet assigned	
	Examiner Name	Not yet assigned	
Total Number of Pages in This Submission	131	Attorney Docket Number	062403.P002

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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	PELOQUIN, PLLC 800 Fifth Avenue, Suite 4100 Seattle, WA 98014-3100
Signature	<i>Mark S. Peloguin, Esq.</i>
Date	October 15, 2005

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Attorney's Docket No. 062403.P002

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:

Howard M. Lee

Application No.: 10/721704

Filed: November 25, 2003

For: Audio/Video Service Quality Analysis
of Customer/Agent Interaction

Examiner: Not Yet Assigned

Art Unit: Not Yet Assigned

Mail Stop Amendment
Commissioner for Patents
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Respectfully submitted,

PELOQUIN, PLLC

Dated: Oct 15, 2005

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Complete if Known

(Use as many sheets as necessary)

Sheet	1	of	1
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Application Number	10/721704
Filing Date	November 25, 2003
First Named Inventor	Howard M. Lee
Art Unit	Not Yet Assigned
Examiner Name	Not Yet Assigned
Attorney Docket Number	062403.P002

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FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				
/T.M./		PCT/US04/39423	08-29-2005	HYPERQUALITY, LLC (Intl srch rt)		
/T.M./		PCT/US04/39423	08-29-2005	HYPERQUALITY, LLC (Written opin)		

Examiner Signature	/Thomas Mansfield/	Date Considered	06/18/2008
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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The following papers were received in the United States Patent and Trademark Office:

Applicant: Howard M. Lee
Attorney: Mark S. Peloquin, Esq.
Title of Invention: **AUDIO/VIDEO SERVICE QUALITY ANALYSIS OF CUSTOMER/
AGENT INTERACTION**
Serial No.: 10/721704
Filing Date: November 25, 2003
Docket No.: 062403.P002
Express Mail No.: EQ 345518796 US

- ____ (1) Information Disclosure Statement and Form PTO/SB/08B (3 pages)
- ____ (1) Copies of Cited References (126 pages)
- ____ (1) Express Mail Certificate of Mailing
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